



July 2015

Maintenance Release

Release Notes

14.1.1.16

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ServicePRO – July 2015 Release – Release Notes

1. Notifications

- Google Chrome is phasing out support for NPAPI, and subsequently, Silverlight plug-in support. As a result, ServicePRO will not be supported out-of-the-box with latest versions of Google Chrome starting January 2015.
 - For more information on NPAPI deprecation, please consult:
<http://www.chromium.org/developers/npapi-deprecation>
 - ServicePRO will continue to work properly with Internet Explorer and other supported browsers.
- ServicePRO Help Documentation has been replaced with Show Me Videos and Training Tutorials.

NOTE: Please advise all users to clear their browser cache whenever ServicePRO is updated to this release version.

2. ServicePRO Webtop

ServicePRO Webtop Technology comprises the same features and functionality of the browser edition, but does not rely on a browser to run.

ServicePRO Webtop is still a web application, your desktop app communicates with a remote ISP server that connects to an SQL server. You don't sacrifice speed or capabilities, you only gain the ability to run ServicePRO like you would a native windows application.

ServicePRO Webtop window does not have an address bar, leaving more room for the web application itself. You can also pin it to your task bar or your start button, as you would native apps.

- Detailed User Guide documentation on setting this up is available at ServicePRO Wiki:
http://www.servicepro.wiki/Attachments/Documents/ServicePRO_Webtop_Setup_User_Guide_07-20-15.pdf

3. Enhancements

- Cloud9 Self-Service Portal and Mobile Portal are now available.
 - Detailed User Guide documentation is available at the ServicePRO Wiki: <http://www.servicepro.wiki/wiki/1133/servicepro-cloud9>
- AD Pass through Authentication is now available with Cloud9.
 - Detailed documentation on setting up Cloud9 AD Pass through Authentication is available at: <http://www.servicepro.wiki/Attachments/Cloud9%20AD%20Pass-through%20Authentication.pdf>
- ServicePRO hosted on Cloud now has Single Sign-On (SSO) functionality via OneLogin Integration.
 - Detailed User Guide documentation on setting this up is available at ServicePRO Wiki: <http://www.servicepro.wiki/Attachments/Documents/ServicePRO-OneLogin-Integration-UserGuide.pdf>
- The following client-requested features have been implemented. Detailed user guide documentation on these features is available at: <http://www.servicepro.wiki/Attachments/Documents/July2015Release-FRs-Documentation.pdf>
- A brief summary of changes are as follows:
 - Administrators can now enable or disable the availability of 'My Default Service Folder' in User Options.
 - Implemented an option to update all Child Requests with the current memo from the Parent Request, when the Parent Request is updated with a memo and closed. This option can be enabled or disabled from System Option settings.
 - Added Trace memos in Child Requests when merged to OR split from a Parent request; previously, Trace memos only appeared in Parent Memos under these circumstances.
 - Users can now filter out workflow memo Traces in the Activity Stream.
 - Added 2 new standard reports that report on details for Rules Schedules and Report Schedules.
 - Provided a new option to email Request History as a .PDF attachment instead of .txt; Administrator users can enable this option from the SQL Management console by running an SQL script.
 - Implemented new option for allowing past "Due By" value in Update mode. Administrator users can enable this option from the SQL Management console by running an SQL script.
 - In Workspace View and Organization Hierarchy, currently selected folders will remain selected after a drag-and-drop action is performed.
 - In Active Directory Configuration, it is now possible to enter the OU/Groups/Units path directly into a field, instead of having to load the AD tree

4. Client Bug Fixes

4.1. Service Requests, Project Requests, Quick Requests, Workspace & other Views

- Fixed issue where Request Activity Stream would crash when the formatted memo contained unsupported styles/HTML tags.
- Saving the Service Request in the End User Portal will not change the request type, unless and until the End User updates the request type.
- In the Request Advanced Search Results view, the 'Customize View' option has removed from context menu.
- In the Documents tab, for any Request with multiple documents attached, the application will display and preview the correct selected document for any option.
- Fixed issue where Send Email would drop content in the email body and would add the signature twice.
- While sending Custom Fields in email notifications, or displaying Custom Fields when printing object properties, the application will use the field name as a label when printing object properties and sending in Email Notifications.
 - I.e. The application will not use the "Label" field text when printing or emailing Custom Fields.
 - To accommodate this change for printing or emailing Custom Fields, extra steps will be required for the User to ensure that meaningful names are provided for Custom Fields.
 - Users cannot print the labels which are used to display only header information (i.e. not associated to any specific field).
- Fixed issue regarding the 'Schedule' label in the Request Detailed Update view's Ribbon Toolbar options.
- Fixed issue where workspace view would not open properly when the support rep had an ampersand (&) character in the name.
- Searching for Associated Categories works fine in the 'Find Category' form for Service Requests with Custom request type.
- Fixed an issue on MAC OSes where data could not be entered correctly into Numeric Custom Fields.
- If the same projects are merged under a parent, CAE trigger will run and trigger for each of these merged projects separately when criteria is met.
- In Project Template Email Notifications, individual Custom Fields can be selected to insert into the Email body as intended.

4.2. Data Analysis – Queries, Reports, Charts, Dashboard

- Exporting to Excel from Running the Query when “Ask Criteria on Execution” set to “Yes” aligns the “Ask for Criteria” column in the correct position as set in the Query Designer.
- In the Query Designer Criteria, the full Category Path is shown even when a single category is selected as a criteria condition value (i.e. the same behavior as a recursive option).
- In Query Results, the Hours Worked field will display decimal values rounded to three decimals.
- Detailed Work Custom Reports and Line Item Summary Custom Reports will allow up to 15 of each Custom Field type other than strings, and 50 for strings.
- In Custom Reports, adding a conditional formatting to set font size and color will now save correctly and will be reflected in the report preview.

4.3. Active Directory Configuration, Merge Users & other Admin modules

- In Active Directory Configuration, the Field Mapping window now prompts to save only if changes have been made.
- In Merge Users, a “Find User Search” option has been added. The search will internally apply the criteria *Company = 'Company to merge users from'* on the Company Name field. This will ensure only users from the specific chosen company can be selected.

4.4. Starwatch Service

- Starwatch Service processes incoming email (SMTP/POP3) with specific email signatures containing the 'iso-2022-jp' charset correctly without losing the email body content.

4.5. Business Rule Service

- Custom Field values will populate email notifications correctly when the field or tab name contains a period character.

4.6. Cloud9


- Email Notifications for End Users from Cloud9 will work correctly as expected. Text Messaging on a system level must be enabled in order for End User Email Notifications to work:
 - In Cloud9, under User Profile settings, the End User can set up Text Messaging Notifications using fields shown below.

Text Messaging Notifications

(Contact the Administrator to enable the Text Messaging Notifications.)

My Request is Updated No

My Request is Closed No

 Empty

- If the End User has a paging email address set, it will send out the notification to that email account.
- If the End User has NO paging email address set, it will send the notification to the primary email account.
- In Cloud9, Custom Numeric Fields will load, validate and save correctly as expected.
- In Cloud9, AD Login works correctly when there are 2 conflicting users, with one user mapped to AD and one not mapped to AD.
- In Cloud9, while selecting items for Purchase Requests, the products dropdown list loads correctly.
- While running Cloud9 from Internet Explorer 9, Custom Fields will load correctly and the user can browse between tabs as intended.
- While running Cloud9 from Internet Explorer 9, Service Requests will save correctly as intended.
- Fixed an issue where saving a Service Request with a Custom Request type would time out or freeze the application.
- In Cloud9, Approval ratings/User Satisfaction Survey loads the required memo field correctly.
- Logging into Cloud9 using Windows Login or Twitter Login no longer removes the Named License applied to the user.